

PPG Meeting Actions/Minutes

Date:	06.02.24	Time:	18:00
Attendees: Practice Staff	RB – Practice Manager (RB)		
PPG Members	JG– PPG Chairman (JG) JW – Joint Secretary (JW) DOH – Patient MOH – Patient RM - Patient		
Guest Speakers	No guest speakers at this meeting		
Apologies:	No apologies received		
Place:	St Mary of Magdalene Church, Gillingham Green		
Agenda:	No agenda set for this meeting		
Recorded by:	JW		

	Description	Responsible	Deadline
1	<p><u>Introductions, apologies & closing of previous meeting minutes</u></p> <p>Introductions 3 new attendees No apologies received</p> <p>RB gave overview of the PPG and its purpose</p> <ul style="list-style-type: none"> - Outstanding actions from last minutes: • Recruitment of 16-18yr olds to join the PPG, should there be interest from anyone aged 16 and under they would need to be accompanied by a parent. • Foodbank collection point within the surgery. DOH suggested Medway Street Angels are an excellent charity. <p>All other items on previous minutes were closed or are actions for further discussion.</p>	RB	
2	<p><u>Meeting Times</u></p> <p>It was discussed that the trial of starting at 6pm to enable more members to attend the PPG has clearly made no difference, with only 5 attendees again turning up for the meeting.</p> <p>Teams/zoom meetings – this could be an option but JG was unsure if the church had internet access.</p> <p>It was suggested that an email was sent to all patients who showed an interest in joining the PPG asking what would be a suitable time for attendance:</p> <ul style="list-style-type: none"> • 09:30 – 10:30 • 11:00 – 12:00 	JG	

	<ul style="list-style-type: none"> • 13:00 – 14:00 • 15:00 – 16:00 • 17:00 – 18:00 • 18:00 – 19:00 <p>It was agreed that the next meeting would be held in April 5th or 6th at 14:00 – JG to confirm with the church.</p>		
3	<p><u>PPG</u></p> <p>JG requires a letter of verification from the surgery which is needed for him to visit/contact other surgeries PPG Groups.</p> <p>JG nominated RM to be deputy chair. RM would like to help the community and will consider this.</p> <p>JG would like it on record that he was disappointed with today's attendance, considering the response and commitment generated from the email sent out and would hope that the next meeting would be attended by as many people as possible.</p> <p>The members were asked to consider what our patients need and how the PPG can support the surgery. All suggestions can be emailed to napierroadsurgeryppg@gmail.com It would be helpful if members could include the following with their suggestion:</p> <ul style="list-style-type: none"> • How this would work/be implemented • Who would be responsible • Benefits <p>JW would like to see</p>	<p>RB</p> <p>RM</p>	
4	<p><u>Newsletter</u></p> <p>JW asked what content the practice would like in the Spring Newsletter.</p> <p>RB stated that she was asked to do an article on 'the day in the life of..' she will send this over to JW to add into the newsletter.</p> <p>JG suggested there could also be an article 'the day in the life of a patient..'</p> <p>Content suggested:</p> <ul style="list-style-type: none"> • NHS Campaigns • Long acting reversible contraceptive service is now offered at the surgery. • Triage trained receptionists • Alternatives to seeing the GP (to remain) <p>RM requested a copy of the previous newsletter, this couldn't be found on the website. RB to check it is available.</p> <p>JW would like it to be known that she isn't an expert on producing the newsletter and if moving forward a PPG member joins that has experience that would be great!</p>	<p>JW</p> <p>RB</p> <p>RB</p>	

5	<p><u>NHS App</u></p> <p>RB gave an overview of the NHS app and it was suggested that the PPG could hold 'Surgery Workshops' to focus on breaking down barriers with the elderly patients on using the app. PPG members could work with them to help them navigate their way around the app. It was highlighted that not all elderly patients have access to 'smart phones' RB said that there is also 'patient access' available via a computer.</p> <p>RM stated that currently patients are unable to book appointments at the surgery, which would probably be the first question asked. RB stated that as it is such a small surgery it is difficult to manage. Perhaps a small number of appointments could be made available to book, for example 3 in the morning, 3 in the afternoon, but this would have to be looked into.</p>	All Members	
5	<p><u>PPG Meeting Overview</u></p> <p>Start small and build big!!</p> <p>PPG</p> <ul style="list-style-type: none"> • More members = better discussion • Coordinate meetings between Chair & Deputy Chair • Moving forward there will be a set agenda for the PPG meetings, to avoid going off topic. • Establish best time to hold meetings. <p>SURGERY NEWSLETTER</p> <ul style="list-style-type: none"> • PPG Recruitment • Alternative Patient Contacts • A day in the life of "[GP/Practice Nurse/Receptionist/etc]" • Current NHS Campaigns • Long acting reversible contraception • Surgery news • Appointment no shows 		
6	<p><u>AOB</u></p> <p>The PPG members were informed that Dr Jana will be retiring at the end of March 2024. The PPG members wish him all the best for his retirement and will miss him dearly, a wonderful man.</p> <p>RB stated that there have been a few problems at the surgery with appointments running late, this is mainly due to appointments running over and patients not booking double appointments. JW will add into the newsletter.</p>		
6	<p><u>Meeting Ends</u></p> <p>Next meeting to be confirmed for either 5th or 6th April 2024</p>		